

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE		PAGE OF PAGES 1 3	
2. AMENDMENT/MODIFICATION NO. 000057		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (If applicable)
6. ISSUED BY NASA/Shared Services Center Building 1111 Stennis Space Center MS 39529-6000		CODE NSSC		7. ADMINISTERED BY (If other than Item 6) NASA/Shared Services Center Building 1111 Stennis Space Center MS 39529-6000		CODE NSSC
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) COMPUTER SCIENCES CORP Attn: Information Technology & Science 7700 HUBBLE DR LANHAM MD 20706-6229				(x) 9A. AMENDMENT OF SOLICITATION NO.		
				9B. DATED (SEE ITEM 11)		
				x 10A. MODIFICATION OF CONTRACT/ORDER NO. NNX05AA01C		
				10B. DATED (SEE ITEM 13) 06/01/2005		
CODE		FACILITY CODE				
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS						
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified. <input type="checkbox"/> is extended. <input type="checkbox"/> is not extended.						
12. ACCOUNTING AND APPROPRIATION DATA (If required) See Schedule						
13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.						
CHECK ONE						
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.						
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).						
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:						
D. OTHER (Specify type of modification and authority) X Bilateral IAW FAR 52.243-2 Changes - Cost Reimbursement						
E. IMPORTANT: Contractor <input type="checkbox"/> is not. <input checked="" type="checkbox"/> is required to sign this document and return _____ 2 _____ copies to the issuing office.						
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) The purposes of this Modification are as follows: (1) To increase total contract value by [REDACTED] to cover telecommunications licenses and maintenance related to equipment purchased under modification 30 and the annual renewal of [REDACTED] utilized in support of Travel services; (2) incorporate FAR 52.227-19 Commercial Computer Software License (DEC 2007) and NFS 1852.227-19 Commercial Computer Software Restricted Rights into contract section I; (3) incorporate a revised Technical Exhibit 4 setting forth contract performance requirements; (4) incorporate the revised award fee plan that was effective on October 1, 2008; and (5) incorporate a revised Small Business Subcontracting Plan that became effective on September 29, 2008.						
A. Responsibility for the annual acquisition/renewal of telecommunications licenses and Continued ...						
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.						
15A. NAME AND TITLE OF SIGNER (Type or print) Jan Kellelt, Sr. Contract Administrator				16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Mark Chadwick		
15B. CONTRACTOR/OFFEROR [Signature] (Signature of person authorized to sign)		15C. DATE SIGNED 01/19/2008		16B. UNITED STATES OF AMERICA [Signature] (Signature of Contracting Officer)		16C. DATE SIGNED 11/19/08

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Previous edition unusable

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA
FAR (48 CFR) 53.243

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORP

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>maintenance related to the equipment purchased under modification 30 as well as responsibility for the annual renewal of mLINQ software that is utilized for Travel services is hereby incorporated into the contract.</p> <p>B. As a result of the changes discussed in the above paragraph, total contract value is being increased from [REDACTED] by [REDACTED] to [REDACTED]. Attachment No. 1 to this modification provides a replacement page for contract Section B.2, Estimated Cost and Award Fee (NFS 1852.216-85) (SEP 1993). A summary of total contract value is as follows:</p> <p>1. CLIN 01 (Phase In) remains unchanged with [REDACTED] in total estimated cost and [REDACTED] in maximum available award fee for a total CPAF of [REDACTED].</p> <p>2. CLIN 02 (Base Period), total estimated cost is increased from [REDACTED] by [REDACTED] to [REDACTED]. Maximum available award fee is increased from [REDACTED] by [REDACTED] to [REDACTED]. The total for CLIN 02 is increased from [REDACTED] by [REDACTED] to a new total NTE CPAF amount of [REDACTED].</p> <p>3. CLINs 03 through 07 (Options 1 through 5), total estimated cost is increased from [REDACTED] by [REDACTED] to [REDACTED]. Maximum available award fee is increased from [REDACTED] by [REDACTED] to [REDACTED]. The total for Option CLINs 01 - 05 is increased from [REDACTED] by [REDACTED] to a new total NTE CPAF amount of [REDACTED].</p> <p>C. FAR 52.227-19 Commercial Computer Software License and NFS 1852.227-19 Commercial Computer Software Restricted Rights are hereby incorporated into Section I of the contract. Attachment No. 2 to this modification provides replacement pages reflecting the incorporation of these clauses.</p> <p>D. In Contract Attachment J-3, Technical Exhibits, Technical Exhibit 4, Performance Requirement Summary, is hereby replaced in its entirety. Attachment No. 3 to this modification provides a replacement for Technical Exhibit 4.</p> <p>Continued ...</p>				

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
NNX05AA01C/000057PAGE OF
3 3NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORP

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>E. Contract Attachment J-5, Award Fee Plan, is hereby replaced in its entirety. The new Award Fee Plan was effective on October 1, 2008. Attachment No. 4 to this modification provides a replacement Award Fee Plan.</p> <p>E. Contract Attachment J-7, Small Business Subcontracting Plan, is hereby replaced in its entirety with a revised plan that addresses recent contract change orders. The effective date for the new plan is September 29, 2008. Attachment No. 5 to this modification provides a replacement Small Business Subcontracting Plan.</p> <p>F. List of Attachments to this document:</p> <p>ATTACHMENT NO. 1, Contract Section B Replacement Page 1, 1 page ATTACHMENT NO. 2, Replacement Pages for Contract Section I, 2 pages ATTACHMENT NO. 3, Technical Exhibit 4 replacement pages, 8 pages ATTACHMENT NO. 4, Award Fee Plan replacement pages, 23 pages ATTACHMENT NO. 5, Small Business Subcontracting Plan replacement pages, 13 pages</p> <p>G. Except as provided herein, all terms and conditions of the document referenced in Item 10A, as heretofore changed, remain unchanged and in full force and effect.</p>				

PART I – THE SCHEDULE
SECTION B, SUPPLIES OR SERVICES AND PRICES/COSTS

B.1 SUPPLIES AND/OR SERVICES TO BE FURNISHED

- (a) The Contractor shall provide the services in support of the NASA Shared Services Center (NSSC) as described in Section C of this contract and shall perform and/or deliver the following:

CLIN	Description	Reference	Schedule
01	Services in accordance with the PWS for Phase-in period	B.2, C.1	See F.2
02	Services in accordance with the PWS for Base period	B.2, C.1	See F.2
03	Services in accordance with the PWS for Option 1 period	B.2, C.1	See F.2
04	Services in accordance with the PWS for Option 2 period	B.2, C.1	See F.2
05	Services in accordance with the PWS for Option 3 period	B.2, C.1	See F.2
06	Services in accordance with the PWS for Option 4 period	B.2, C.1	See F.2
07	Services in accordance with the PWS for Option 5 period	B.2, C.1	See F.2

(End of Clause)

B.2 ESTIMATED COST AND AWARD FEE (NFS 1852.216-85)(SEP 1993)

- (a) The estimated costs and award fees for each period of this contract areas follows:

Item No.	Description	Estimated Cost	Max Available Award Fee	Total
CLIN 01	Phase-In	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
CLIN 02	Base CY 1	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
	Base CY 2	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
	Base CY 3	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
	Base CY 4	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
	Base CY 5	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
	Total Base	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
CLIN 03	Option 1 CY 6	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
CLIN 04	Option 2 CY 7	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
CLIN 05	Option 3 CY 8	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
CLIN 06	Option 4 CY 9	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
CLIN 07	Option 5 CY 10	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
	Total Options	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
Total Phase-In, Base and Options		\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
Note: The periods of performance for periods 01-07 are included in contract clause F.2				

(End of Clause)

<u>Clause No.</u>	<u>Date</u>	<u>Title</u>
52.219-25	OCT 1999	Small Disadvantaged Business Participation Program- Disadvantaged status and Reporting
52.222-1	FEB 1997	Notice to the Government of Labor Disputes
52.222-3	JUN 2003	Convict Labor
52.222-21	FEB 1999	Prohibition of Segregated Facilities
52.222-26	APR 2002	Equal Opportunity
52.222-35	DEC 2001	Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans
52.222-36	JUN 1998	Affirmative Action for Workers with Disabilities
52.222-37	DEC 2001	Employment Reports on Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans
52.222-41	MAY 1989	Service Contract Act of 1965, As Amended
52.223-5	AUG 2003	Pollution Prevention and Right-to-Know Information(Alternates I & II (Aug 2003))
52.223-6	MAY 2001	Drug-Free Workplace
52.223-10	AUG 2000	Waste Reduction Program
52.223-14	AUG 2003	Toxic Chemical Release Reporting
52.224-1	APR 1984	Privacy Act Notification
52.224-2	APR 1984	Privacy Act
52.225-13	DEC 2003	Restrictions on Certain Foreign Purchases
52.227-1	JUL 1995	Authorization and Consent
52.227-2	AUG 1996	Notice & Assistance Regarding Patent & Copyright Infringement
52.227-11	JUN 1997	Patent Rights-Retention by the Contractor (Short Form)
52.227-14	JUN 1987	Rights in Data-General (As Modified by NFS 1852.227-14)
52.227-19	DEC 2007	Commercial Computer Software License (as modified by NFS 1852.227-19)
52.228-7	MAR 1996	Insurance - Liability to Third Persons
52.230-2	APR 1998	Cost Accounting Standards
52.230-6	NOV 1999	Administration of Cost Accounting Standards
52.232-9	APR 1984	Limitation on Withholding of Payments
52.232-17	JUN 1996	Interest
52.232-22	APR 1984	Limitation of Funds
52.232-23	JAN 1986	Assignment of Claims
52.232-25	OCT 2003	Prompt Payment
52.232-34	MAY 1999	Payment by Electronic Funds Transfer— Other than Central Contractor Registration
52.233-1	JUL 2002	Disputes – with (Alternate I (Dec. 1991))
52.233-3	AUG 1996	Protest After Award with (Alternate I (Jun 1985))
52.237-2	APR 1984	Protection of Government Buildings, Equipment and vegetation
52.237-3	JAN 1991	Continuity of Services
52.239-1	AUG 1996	Privacy or Security Safeguards
52.242-1	APR 1984	Notice of intent to Disallow Costs
52.242-3	MAY 2001	Penalties for Unallowable Cost
52.242-4	JAN 1997	Certification of Final Indirect Costs
52.242-13	JUL 1995	Bankruptcy
52.243-2	AUG 1987	Changes-Cost Reimbursement- with (Alternate II (Apr. 1984))
52.243-6	APR 1984	Change order Accounting
52.244-2	AUG 1998	Subcontracts- with (Alternate I (Aug. 1998))
52.244-5	DEC 1996	Competition in Subcontracting
52.244-6	JUL 2004	Subcontracts For Commercial Items and Commercial Components
52.245-5	MAY 2004	Government Property (Cost Reimbursement, Time and Materials, or labor-hour Contracts)

<u>Clause No.</u>	<u>Date</u>	<u>Title</u>
52.245-19	APR 1984	Government Property Furnished "As Is"
52.246-25	FEB 1997	Limitation of Liability—Services
52.247-1	APR 1984	Commercial Bill of Lading Notations
52.248-1	FEB 2000	Value Engineering
52.249-6	MAY 2004	Termination (Cost Reimbursement)
52.249-14	APR 1984	Excusable Delays
52.251-1	APR 1984	Government Supply Sources
52.251-2	JAN 1991	Interagency Fleet Management System (IFMS) Vehicles and Related services
52.253-1	JAN 1991	Computer Generated Forms

II. NASA/FAR Supplement (48 CFR Chapter 18) Clauses

CLAUSE NUMBER	DATE	TITLE
1852.209-72	DEC 1988	Composition of the Contractor
1852.216-89	JUL 1997	Assignment and Release Forms
1852.219-74	SEP 1990	Use of Rural Area Small Businesses
1852.219-75	MAY 1999	Small Business Subcontracting Reporting
1852.219-76	JUL 1997	NASA 8 Percent Goal
1852.223-74	MAR 1996	Drug- And Alcohol-Free Workplace
1852.227-19		Commercial Computer Software – Restricted Rights
1852.237-70	DEC 1988	Emergency Evacuation Procedures
1852.243-71	MAR 1997	Shared Savings

(End of Clause)

I.2 OPTION TO EXTEND THE TERM OF THE CONTRACT (52.217-9) (MAR 2000)

- (a) The Government may extend the term of this contract by written notice to the Contractor; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days before the contract expires. The preliminary notice does not commit the Government to an extension.
- (b) If the Government exercises this option, the extended contract shall be considered to include this option clause.
- (c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 10 years.

(End of clause)

I.3 OPTION TO EXTEND SERVICES (FAR 52.217-8) (Nov 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days prior to the end of the contract.

(End of clause)

Technical Exhibit 4: Performance Requirement Summary

Service Level Indicators (SLI) are indicative of overall NSSC performance and most have a component of SP performance and Civil Service performance. The SP will report on NSSC SLI performance in accordance with DRD 2.5-3 and as contained in the NSSC Service Level Agreement. The SP shall support the development of remedial action plans where service standards fall below indicated SLIs. Performance Standards listed represent the Government's intent to verify and validate service provider "full performance" on a routine basis for a minimum set of NSSC performance requirements. Only those components that the SP is directly responsible for will be factors in the award fee determinations.

No.	PWS Section	Performance Area	Service Level Indicator or Performance Standard	SLI (Y/N)	AF Wght	Method of Surveillance
1	2.17	Customer Satisfaction	90% Customer Satisfaction Rating in accordance with NSSC Survey Plan	Y	O1	NBID and customer survey
2	3.1.1	Accounts Payable	% On-Time Payments (Non-Credit Card Payments) Green: >=98% Yellow: <98% >=97% Red: <97%	Y	O2 LVL1	NBID
3	3.1.1	Accounts Payable	% Interest Penalties Paid (Non-Credit Card Payments) Green: <=\$200/\$M Yellow: >\$200/\$M Red: >\$300/\$M	Y	O2 LVL1	NBID
4	3.1.1.2	Grants-Letter of Credit reconciliation	98% of the letters of credit shall be reconciled by the end of the month with the balance reconciled before the end of the following period.	N	O2	Review of reports and random sampling, findings from internal reviews
5	3.1.1.2	Grants-Establish and maintain subsidiary accounts	98% of the value of the subsidiary accounts must support the control accounts by the end of the month with the balance corrected before the end of the following period.	N	O2	Review of reports and random sampling, findings from internal reviews.
6	3.1.2	Process Billings and Collections	Process 95% billings and collections accurately and timely.	N	O2	Review of reports and random sampling, findings from internal reviews
7	3.1.2	Reconcile subsidiary ledger	95% of accounts receivable subsidiary ledger accounts shall be reconciled monthly with the balance reconciled the following period	N	O2	Review of reports and random sampling, findings from internal review
8	3.1.2	Process delinquent payments	Process delinquent demand (dunning) letters with no more than 5 instances per month processed late or with errors.	N	O2	Review of reports and random sampling, findings from internal review
9	3.1.3	Payroll / Time & Attendance Processing	Process 99.9% Payroll, Time & Attendance (including pay and leave adjustments) accurately and on-time to the Department of Interior.	Y	O2 LVL1	NBID and internal reviews
10	3.1.5.1	Domestic Travel Vouchers	Validate and process 85% of domestic travel vouchers within 4 business days of receipt of a complete voucher (including adequate funding).	Y	O2 LVL1	NBID
11	3.1.5.1	Foreign Travel Vouchers	Validate and process 85% of foreign travel vouchers within 5 business days of receipt of a complete voucher (including adequate funding).	Y	O2 LVL1	NBID
12	3.1.5.1 & 3.1.5.2	PCS – Actual Temporary Quarters, Real Estate, Constructive and All Other Vouchers	Validate and process 85% of PCS vouchers within 15 business days of receipt of a complete voucher (including adequate funding).	Y	O2 LVL1	NBID
13	3.1.5.1 & 3.1.5.2	PCS – Enroute, Misc, Fixed Temporary Quarters, House Hunting Trip (Fixed/ Actual)	Validate and process 85% of PCS vouchers within 6 business days of receipt of a complete voucher (including adequate funding).	Y	O2 LVL1	NBID
14	3.1.5.1 & 3.1.5.2	PCS – Relocation Income Tax Allowance (RITA) and Income Tax Reimbursement Allowance (ITRA)	Validate and process 85% of RITA and ITRA vouchers within 30 business days of receipt of a complete voucher (including adequate funding).	Y	O2 LVL1	NBID
15	3.1.7	Permanent/Temporary Change of Station	90% of approved PCS/TCS Travel Authorizations will be received by the traveler within 25 business days from receipt of a complete and accurate Relocation Form from the Center.	Y	O2 LVL2	Review of reports and random sampling, findings from internal reviews

16	3.2.1.5	Agency Honor Awards and Processing	98% of awards/ recognition item/ supplies delivered to Center Awards POC accurately and on-time as negotiated with the customer. In no case will awards/recognition items/supplies be delivered on or after scheduled dates for awards ceremonies.	Y	O2 LVL2	NBID
17	3.2.1.9/10	SES Case Documentation – Nominations (ECQs)	98% of ECQs packages will be completed and sent to OHCM within 30 business days of receipt. Maintain 98% OPM approval rate.	Y	O2 LVL2	NBID
18	3.2.1.9/10	SES Case Documentation – CDP Mentor Appraisals	90% of Mentor Appraisals will be forwarded to the Center within 30 business days.	Y	O2 LVL2	NBID
19	3.2.2.2	Registration/Reimbursement for Individually Funded Training Activities (Off-Site)	90% of purchasing, registration, and confirmation activities for those external (off-site) training purchases that can be purchased with a credit card shall be completed accurately within 5 business days of receipt of an approved training request.	Y	O2 LVL1	NBID
20	3.2.2.3	Processing of Training Notices for Internal NASA and Center Training	95% of the time accurately update list of training requirements and schedule of course offerings within 3 business days of completion of vendor procurement action with none more than 5 business days.	N	O2	Review SP Records
21	3.2.2.5	Administration and Oversight of On-Line Agency Training	90% information/course updates completed accurately within 5 business days of receipt and none more than 6 business days.	N	O2	Review SP Records
22	3.2.3.1	Benefits Processing	90% of retirement estimate requests are completed in 10 business days for requests with retirement dates within the same year. For requests with retirement dates over one year to five years, 20 business days. For requests 5 years and out, 45 business days. (This SLI is based on one (1) retirement estimate per employee within a fiscal year. Employees may submit additional requests but will be on a low priority non-interference basis.)	Y	O2 LVL1	NBID
23	3.2.3.1	Benefits Processing	95% of completed retirement packages will be submitted to Department of Interior (DOI) within 10 business days	Y	O2 LVL1	Review of reports and random sampling, findings from internal reviews
24		Reserved				
25	3.2.3.1	Benefits Processing - Disability and Long-Term Illness	90% of counseling requests shall be provided within 3 business days with none later than 10 business days of initial request.	N	O2	Review SP Records
26	3.2.3.1	Benefits Processing	97% of claims, enrollment, changes shall be processed within the deadlines established by Personnel Bulletin 2006-41-C1A and applicable regulations.	N	O2	Review SP Records
27	3.2.3.1	Benefits Processing	90% of expedited actions are processed by COB the next business day after receipt of the request. (Definition of an Expedited Action - Retirement applications and/or estimates that must be expedited because the employee is retiring within 7 business days.) Retirement estimates - meeting this SLI is conditioned on no break in service refunds involved; a single request for estimate, not multiples; and, availability of view capability in eOPF. Conditions: Meeting this SLI is predicated on receipt of a complete retirement application package (ref. Service Delivery Guide).	Y	O2 LVL1	Review SP Records
28	3.2.3.4	Administration of Leave Donor Program and Advanced Sick Leave	95% of notifications shall be made within 2 business days and none to exceed 3 business days.	N	O2	Review SP Records

29	3.2.4	HR & Training Website Development & Maintenance	Non developmental content changes: Urgent (Urgent Priority): 98% of urgent requests completed within 4 business hours. Expedited (High Priority): 98% of expedited requests will be completed within 8 business hours. Normal /Routine (Medium/ Low Priority): 95% of normal/routine requests will be completed within 5 business days.	Y	O2 LVL2	Review of reports and random sampling, findings from internal reviews
30	3.2.4	HR and Training Information Systems	95% Uptime for NSSC controlled systems	Y	O2 LVL2	Review of reports and random sampling, findings from internal reviews
31	3.2.5.1	Personnel Action Processing and Record Keeping	97% of personnel transactions are processed accurately as defined by regulations and references.	Y	O2 LVL1	NBID; Review of reports and random sampling, findings from internal reviews
32	3.2.5.1	Personnel Action Processing and Record Keeping	97% of personnel transactions that are received at the NSSC by the established deadline are processed by the cutoff date established by Personnel Bulletin 2006-41-Cia.	Y	O2 LVL1	NBID; Review of reports and random sampling, findings from internal reviews
33	3.2.5.2	eOPF Maintenance	90% of documents will be filed in the employee's eOPF within 15 days of receipt.	Y	O2 LVL2	NBID; Review of reports and random sampling, findings from internal reviews
33	3.2.5.2	eOPF Maintenance	90% of OPFs will be purged, validated and indexed in eOPF within 25 business days of receipt.	N	O2	NBID; Review of reports and random sampling, findings from internal reviews
34	3.3.1.1	Entering obligations and FPDS data into procurement and finance systems	90% of entries completed accurately within 2 working days from receipt of CO-signed obligating document; none to exceed 4 working days.	N	O2	Surveillance via log-book or automated workload system
35	3.3.2	Grants / Cooperative Agreements	90% of award packages prepared within 29 calendar days of receipt of a complete requirements package with none to exceed 60 days.	Y	O2 LVL1	Surveillance via log-book or automated workload system
36	3.3.2	Grant lead times for modifications and other administrative actions (renewals, PI transfers, etc)	90% of activities completed accurately within 14 calendar days from receipt of funding and/or other required data; none to exceed 21 days.	N	O2	Surveillance via log-book or automated workload system
37	3.3.3	SBIR/STTR	Complete 95% of qualified SBIR/STTR Phase I awards within the Program Office prescribed deadline.	Y	O2 LVL2	Review of reports and random sampling, findings from internal reviews
38	3.3.3	NASA SBIR/STTR lead times for new awards (Phase II)	90% of award packages prepared for signature within 40 calendar days from Selection; none to exceed 45 calendar days.	N	O2	Surveillance via log-book or automated workload system
39	3.3.3	Unilateral SBIR/STTR Funding Modifications	90% of modification actions occur within 14 calendar days of receipt of funding document; none to exceed 21 calendar days.	N	O2	Surveillance via log-book or automated workload system
40	3.3.3	Bilateral SBIR/STTR Modifications	90% of modifications prepared for Contracting Officer's signature within 21 calendar days of receipt of notice of change; none to exceed 28 calendar days.	N	O2	Surveillance via log-book or automated workload system
41	3.3.4	On- Site Training Purchases	90% of on-site training actions (\$3,001-\$25,000) are awarded within 10 business days of receipt of a complete purchase request package.	Y	O2 LVL1	NBID; Review of reports and random sampling, findings from internal reviews
42	3.3.4	On- Site Training Purchases	90% of on-site training actions (greater than \$25,000) are awarded within 30 business days of receipt of a complete purchase request package.	Y	O2 LVL1	NBID; Review of reports and random sampling, findings from internal reviews

43	3.3.4	Lead time for new awards-over \$100,000	90% of award packages are prepared for Contracting Officer's action and signature within 35 calendar days of receipt of the complete technical package; none to exceed 45 calendar days.	N	O2	Surveillance via log-book or automated workload system
44	3.4	NSSC Systems Uptime	99.95% Uptime for NSSC controlled systems	Y	O2 LVL2	Review of reports and random sampling, findings from internal reviews
45	3.4	NSSC Website Availability	99.95% Availability for NSSC controlled systems	Y	O2 LVL2	Review of reports and random sampling, findings from internal reviews
46	3.4.4.2	Contractor shall identify and respond to IT security incidents	99% of detected IT security incidents are reported within 2 hours of the incidence detection; none to exceed 8 business hours of incidence detection.	N	O2	Customer Feedback and/or Periodic Inspection and DRD 3.4-6
47	3.4.4.2	Contractor shall perform forensic analysis necessary to determine root cause of incident	90% of detected IT security incidents have root cause analysis completed within 5 business days of the incident detection; none are completed later than 7 business days.	N	O2	Customer Feedback and/or Periodic Inspection and DRD 3.4-6
48	3.4.4.3	Implement patching and configuration changes for all critical vulnerabilities as defined by NASA	Patching and configuration management changes for all critical vulnerabilities completed for 100% of servers and 95% of other devices within 2 business days of notice of a critical vulnerability.	N	O2	Scheduled periodic scanning, Patch Management Tool reports, and Periodic Inspection and DRD 3.4-4
49	3.4.4.3	Recovery period for external facing Intrusion Detection System (IDS)	98% of the recovery events have full operational recovery within 2 hours; none to exceed 8 hours from the event occurrence.	N	O2	IT Security Metrics (DRD 3.4-4)
50	3.5	Customer Initial Call Response	85% of routine customer inquiries are resolved on initial telephone during NSSC business hours. (Routine is to be defined by the SP and approved by NASA.)	Y	O1	NBID; Review of documents, reports and/or sampling
51	3.5	Call Answer Rate (Non-SATERN Calls)	80% of customer calls are answered within 30 seconds during NSSC business hours.	Y	O1	NBID; Review of documents, reports and/or sampling
52	3.5	Call Abandonment Rate (Non-SATERN Calls)	The call abandonment rate shall be less than 7%	Y	O1	Review of documents, reports and/or sampling

NASA SHARED SERVICES CENTER

AWARD FEE PLAN

CONTRACT: NNX05AA01C

SERVICE PROVIDER: [REDACTED]

EFFECTIVE DATE: 9/1/2005, Revised 7/24/2007, Revised 10/1/08

CONCURRENCE:

Signed original on file

Fee Determination Official

APPROVAL:

Procurement Officer

Table of Contents

Section 1 - Introduction	3
Summary	3
Purpose	3
Scope	3
Section 2 - Organizational Structure for Award Fee Determination	4
Fee Determination Official (FDO)	4
Contracting Officer (CO)	4
Contracting Officer's Technical Representative (COTR)	5
Performance Monitors	5
Performance Evaluation Board	5
Section 3 - Method for Determining Award Fee	6
Technical Award Fee Evaluations	6
Cost Control	8
Business Management and Small Business Goals	9
Section 4 - Quarterly Feedback and Semi-Annual Award Fee Evaluations	11
Quarterly and Semi-annual Feedback	11
SP Self-assessment	11
CO/COTR Report to PEB	12
Oral Presentations	12
Summary of Actions/Timeframes	13
Section 5 - Changes in Plan Coverage	13
Right to Make Unilateral Changes	13
Steps to Change Plan Coverage	14
Method for Changing Plan Coverage	14
Appendices	
Appendix A - Evaluation Periods and Maximum Available Award Fee, 1 pg.	
Appendix B - Award Fee Grading Table, 1 pg.	
Appendix C - Weightings for Technical Performance, 4 pgs.	
Appendix D - Criteria Rating Computations, 1 pg.	

Section 1 - Introduction

Summary

The NASA Shared Services Center (NSSC) Contract supports a broad range of select functional activities for Financial Management, Human Resources, Procurement, and Information Technology. NASA has consolidated these selected business and technical services that were previously performed across the Agency into a single shared services center to increase operational efficiency and improve overall customer service.

Purpose

The purpose of this Award Fee Plan is to provide both general and specific criteria to serve as a basis for the periodic evaluation of the Service Provider's (SP) performance. This plan covers the administration of the award fee provisions of Contract No. NNX05AA01C. The contract was awarded on May 17, 2005 and the award fee plan is effective with the performance period beginning on September 1, 2005. The contract was awarded in accordance with the provisions of FAR Part 15 and OMB Circular A-76, as revised.

As a service contract, continual improvement in the services provided and the cost for providing these services are crucial elements and this award fee plan serves as the basis for measuring contractor performance.

Scope

Under the shared services business model, the primary means of evaluating performance is through the use of metrics. Services being provided by the SP have associated performance requirements that are measured and compiled on a monthly basis to ensure that performance standards are met while maintaining a high level of customer satisfaction. While specific metrics are easily calculated for performance measurement, subjective evaluations also play a part in overall performance evaluation. This plan provides for the evaluation of both the objective and subjective aspects of contractor performance. The following overarching parameters apply to this plan:

- A. The Service Provider will provide the required services to the NSSC and the Agency as set forth in the contract, as modified; (proposal not incorporated in contract)
- B. The term of this Cost-Plus-Award-Fee (CPAF) performance based contract is from September 1, 2005 to August 31, 2015.
- C. The estimated cost-plus-award-fee for performing the contract is [REDACTED]. The total available award fee (for all evaluation periods) is [REDACTED]. The total amount of award fee available for each individual period shall be as stated in Appendix A to this plan.
- D. The estimated cost and award fee are subject to equitable adjustments arising from changes or other contract modifications.

E. The Fee Determination Official (FDO), on a semi-annual basis, will determine the award fee payable in accordance with this plan.

F. The award fee amount and the award fee determination methodology are unilateral decisions made solely at the discretion of the Government.

G. The FDO may unilaterally change this plan as covered in Section 5 and not otherwise require mutual agreement under the contract assuming the Service Provider receives notice of the changes 30 calendar days prior to the beginning of the evaluation period to which the changes apply.

H. The unearned award fee in any given period shall be lost and shall not be carried forward or "rolled-over" into subsequent periods. The contract shall be reduced to reflect the unearned award fee for each period.

Section 2 - Organizational Structure for Award Fee Determination

The following organizational structure is established for administering the award fee provisions of the contract.

A. Fee Determination Official (FDO)

The FDO is the Executive Director of the NSSC. The FDO may designate an alternate FDO when appropriate.

The primary responsibilities of the FDO are:

1. Determining the award fee earned and payable for each evaluation period as addressed in Section 3.
2. Changing this plan as addressed in Section 4 as appropriate.
3. Designating award fee evaluation board members.

B. Contracting Officer (CO)

The primary responsibilities of the CO are:

1. Serving as a Functional Performance Monitor and submitting performance feedback to the Contracting Officer's Technical Representative (COTR) for submission to the Performance Evaluation Board (PEB) and the Fee Determining Official (FDO).
2. Considering changes in this plan and recommending those determined appropriate for adoption by the FDO as addressed in Section 4.
3. Preparing FDO correspondence in coordination with the COTR.
4. Receiving the Service Provider's written self-assessment, and/or scheduling an oral self-assessment with the Service Provider.

C. Contracting Officer's Technical Representative (COTR)

The responsibilities of the COTR are:

1. Receiving and analyzing evaluation reports submitted by the Functional Performance Monitors, Service Provider, and other performance information.
2. Preparing, through coordination with the CO, the Contract Performance Summary Report for the SEB and FDO.
3. Preparing FDO correspondence in coordination with the CO.
4. Proposing changes in this plan and recommending those appropriate for adoption by the FDO as addressed in Section 4.
5. Providing input to the CO regarding cost and business management.

D. Performance Monitors

A monitor will be designated for each functional area, supported by the Service Provider. NASA may assign additional performance monitors or make substitutions as necessary. The CO serves as the functional monitor for Cost and Business Management.

The primary Functional Monitor responsibilities are:

1. Monitoring, evaluating, and assessing Service Provider performance in assigned areas, including review and validation of metrics where applicable.
2. Periodically preparing an Evaluation Report for the COTR and CO.
3. Meeting with the appropriate Service Provider representative as necessary to assure that there are no misconceptions of Service Provider performance or the contents of the evaluation reports.
4. Recommending appropriate changes in this plan for consideration as addressed in Section 4.

E. Performance Evaluation Board (PEB)

Chair of the PEB:	Deputy Director
Deputy Chair of the PEB:	Director, Service Delivery Directorate
Executive Secretary of the PEB:	Business & Administration Office Secretary

The following are voting members:

Deputy Director
Director, Service Delivery Directorate
Director, Business & Administration Office
Director, Customer Satisfaction & Communication Office

The following is an Ex-Officio member:

Counsel to the Executive Director

The Chair may appoint non-voting members to assist the Board in performing its functions.

The primary responsibilities of the PEB are:

1. Conducting semi-annual evaluations of the Service Provider's performance through review of the Functional Performance Monitor Evaluation Reports and the COTR' consolidated performance report.
2. Discussing and approving submission of a Performance Evaluation Board Report to the FDO with recommendations for each evaluation period.
3. Considering changes in this plan and recommending those it determines appropriate for adoption by the FDO, as addressed in Section 4 below.

Section 3 - Method for Determining Award Fee

The Service Provider shall be evaluated on Technical Customer Satisfaction, Technical Performance, Cost Control and Cost/Business Management and Small Business Goals. The Service Provider may earn award fee based on its scores in these four areas. The Service Provider's Performance shall be evaluated on a semi-annual basis. Technical Customer Satisfaction shall be worth [REDACTED] Technical Performance shall be worth [REDACTED] [REDACTED] objective [REDACTED] subjective), Cost Control shall be worth [REDACTED] and Business Management/Small Business Goals shall be worth a combined [REDACTED] of the available award fee for each evaluation period. Performance will be measured in accordance with Contract Attachment J-3, Technical Exhibit 4, Performance Requirement Summary utilizing numerical scoring based on Appendix B of this plan. Scoring methodology is provided in Appendix D of this plan.

A. Technical Customer Satisfaction [REDACTED] - Technical Customer Satisfaction is an objective measurement based on the following:

1. Customer Satisfaction Rating (Aggregate: Customer Contact Center and Core Services);
2. Initial Call Resolution
3. Speed to Answer for Non-SATERN Calls
4. Call Abandonment for Non-SATERN Calls

Each measure will have a monthly data point in the objective count and a binary assessment will be used (Green/Not Green)

B. Technical Performance [REDACTED] - Technical performance is an objective measurement based on the following:

1. Level 1 Measures
 - (a) Level 1 performance is based on Service Level Indicators for NSSC core services (AP, Payroll, Travel, Benefits, PAP, Training Purchases, and Grants Award & Administration).

- (b) Level 1 Technical Performance is weighted as [REDACTED] of the Technical Performance score

Level 1 Measures

- Accounts Payable On-Time Payments
- Accounts Payable Interest Penalties
- Payroll/Time & Attendance Processing
- Domestic Travel Voucher Processing
- Foreign Travel Voucher Processing
- PCS - Actual Temporary Quarters, Real Estate, Constructive and all other Voucher Processing
- PCS - Enroute, Misc., Fixed Temporary Quarters, House Hunting Trip Voucher Processing
- PCS - Relocation Income Tax Allowance (RITA) and Income Tax Reimbursement Allowance (ITRA)
- Registration/Reimbursement for Individually Funded Training Activities (Off-Site)
- Grants/Cooperative Agreements
- Benefits Processing Retirement Estimates
- Benefits Processing Retirement Packages
- Benefits Processing Expedited Actions
- Personnel Action Processing and Record Keeping Transaction Accuracy
- Personnel Action Processing and Record Keeping Timeliness
- On-Site Training Purchases from \$3,001 to \$25,000
- On-Site Training Purchases Greater than \$25,000

2. Level 2 Measures

- (a) Level 2 performance is based on Service Level Indicators not included in Level 1
- (b) Level 2 Technical Performance is weighted as [REDACTED] of the Technical Performance score

Level 2 Measures

- Permanent/Temporary Change of Station Travel Authorizations
- Agency Honor Awards and Processing
- SES Case Documentation - Nominations (ECQs)
- SES Case Documentation - CDP Mentor Appraisals
- HR & Training Website Development and Maintenance
- HR Training Information Systems
- eOPF Maintenance
- SBIR/STTR
- NSSC Server Uptime
- NSSC Website Availability

3. Level 3 Measures

- (a) Level 3 performance is based on negotiated contract Performance Standards
- (b) Level 3 Technical Performance is weighted as [REDACTED] of the Technical Performance score

Level 3 Measures

- Grants Letter of Credit Reconciliation
- Grants – Establish and Maintain Subsidiary Accounts
- Process Billings and Collections
- Reconcile Subsidiary Ledger
- Process Delinquent Payments
- Processing of Training Notices for Internal NASA and Center Training
- Administration and Oversight of On-Line Agency Training
- Disability Processing – Disability and Long-Term Illness
- Benefits Processing (Claims/Enrollments)
- Administration of Leave Donor and Advanced Sick Leave Programs
- Entering Obligations and FPDS Data into Procurement and Finance Systems
- Grant Lead Time for Modifications and other Administrative Actions
- NASA SBIR/STTR Lead Times for New Phase II Awards
- Unilateral SBIR/STTR Funding Modifications
- Bilateral SBIR/STTR Modifications
- Lead Time for New Awards over \$100,000
- Identification of and Response to IT Security Incidents
- Forensic Analysis to Determine Root Cause of IT Security Incident
- Implementation of Patching and Configuration Changes for all Critical Vulnerabilities
- Recovery Period for External Facing Intrusion Detection System

Each measure will have a monthly data point in the count and a binary assessment will be used (Green/Not Green).

A complete list of all Technical Performance measures and Levels is provided in Appendix C of this plan. Specific performance requirements are set forth in Contract Attachment J-3, Technical Exhibit 4 (revisions to Technical Exhibit 4 require bilateral contract modifications).

[REDACTED] of the [REDACTED] will be a subjective measurement dedicated to the overall performance of the Program Management and cross cutting functions; proactiveness, responsiveness, innovation/process improvement, quality, cost containment/reductions and service recovery.

C. Cost Control [REDACTED]

Overall cost performance shall be evaluated on such factors as how well the total actual costs were controlled as compared to total negotiated costs, as represented in NF 533 reports, and quantifiable cost efficiencies which the Service Provider has achieved during the rating period. The analysis of negotiated cost control performance will give

consideration to changed support requirements, changed statutory requirements, and/or changes beyond the Service Provider's control that impact contract costs.

1. Normally, the Service Provider should be given a score of 0 for cost control when there is a significant cost overrun within its control. However, the Service Provider may receive higher scores for cost control if the overrun is insignificant (less than [REDACTED] of the six-month contract value/within the SP's control). Scores should decrease sharply as the size of the overrun increases. In any evaluation of Service Provider overrun performance, the Government shall consider the reasons for the overrun and assess the extent and effectiveness of the Service Provider's efforts to control or mitigate the overrun.

2. The Service Provider should normally be rewarded for an underrun within its control, up to the maximum score allocated for cost control, provided the average numerical rating for all other award fee evaluation factors is [REDACTED] or greater. (The maximum numerical rating for all criteria other than cost is 75) An underrun shall be rewarded as if the Service Provider has met the estimated cost of the contract when the average numerical rating for all other factors is less than [REDACTED] but greater than [REDACTED]

3. The Service Provider should be rewarded for meeting the estimated cost of the contract, but not to the maximum score allocated for cost control, to the degree that the Service Provider has prudently managed costs while meeting contract requirements. No award shall be given in this circumstance unless the average numerical rating for all other award fee evaluation factors is [REDACTED] or greater.

D. Business Management [REDACTED] and Small Business Goals [REDACTED]

1. The Service Provider shall be evaluated on the overall administration of the contract. This shall include:

- A) Accuracy and timeliness of all reporting requirements,
- B) Timeliness and accuracy of proposal submissions,
- C) Overall compliance with all terms and conditions of the contract.
- D) Overall ability and effectiveness to respond to operational and management problems,
- E) Overall effectiveness of its equipment management. This will include maintenance and availability at time of need of Service Provider owned equipment, as well as maintenance, availability, and accountability for Government Furnished Equipment (GFE) (if applicable).
- F) Overall effectiveness of managing subcontracts. This will include the sub-Service Provider's cost performance, the business relationship between the prime and sub, the level of cooperation between the parties, and the Service Provider's ability to ensure quality, seamless service from subcontractors.

2. The Service Provider shall be evaluated on its success in meeting the small

business subcontracting goals contained in the Contract's Small Business Subcontracting Plan. Evaluation considerations include the "good faith effort" made towards meeting those goals, changes made to the contract that may negatively affect goal achievement and the accuracy of subcontracting information submitted through the Electronic Subcontracting Reporting System (eSRS). The fact that the contract's Base period of performance is five-years long will be taken into account, but it is expected that continual progress will be made towards meeting the goals as the contract matures. Each option year is one-year in length and performance shall be measured relative to the goal achievement for each of those years as options are exercised.

E. Relative importance, by evaluation periods, of performance elements

Evaluation Period 1&2

Semi-Annual Evaluation	Technical Performance – Customer Satisfaction	Technical Performance	Cost/Business Management	Total
Totals				

Evaluation Periods 3-6

Semi-Annual Evaluation	Technical Customer Satisfaction	Technical Performance	Cost/Business Management	Total
Totals				

Evaluation Periods 7-10

Semi-Annual Evaluation	Technical Customer Satisfaction	Technical Performance	Cost	Business Management /Small Business	Total
Totals					

Evaluation Periods 11-20 (if options exercised)

Semi-Annual Evaluation	Technical Customer Satisfaction	Technical Performance	Cost	Business Management /Small Business	Total
Totals					

Section 4 – Quarterly Feedback and Semi-Annual Award Fee Evaluations

A. Quarterly and Semi-annual Feedback

The COTR and CO, with input from all performance monitors, will provide a written performance feedback report on a quarterly basis. During the quarter that contains the end of the semi-annual award fee period, the quarterly reports for that period will be consolidated and the COTR and CO will issue a consolidated feedback report for the overall performance period. All performance monitors will meet with their functional SP counterparts to review the performance input prior to its submission to the COTR. The CO will issue the quarterly feedback report to the SP within 10 working days after the quarter ends and the consolidated feedback report will be issued within 10 working days after the end of the award fee period.

B. SP Self-assessment

The Service Provider shall present a written self-assessment to the CO and COTR, discussing the Service Provider's performance over the six-month evaluation period. The written self-assessment must be received within 10 working days after the end of the evaluation period. The written self-assessment is to be a summary of strengths and weaknesses as seen from the SP's perspective; it is not to be used as a rebuttal to government feedback. If the SP desires to comment on the semiannual consolidated feedback provided by the COTR and CO, a written response limited to 3 pages should be submitted to the CO no later than 10 working days after receiving the consolidated feedback report.

The SP Self-Assessment shall be limited to 5 pages with a minimum of 12 pt. font. Any picture or graph to be included shall be placed at the back of the respective report as an appendix. All self-evaluative performance shall be recorded under one of the following categories:

- S (Strength)
- SS (Significant Strength)
- W (Weakness)
- SW (Significant Weakness)

In accordance with Section 1.1 of the contract's Quality Assurance Surveillance Plan (QASP), Areas of Special Emphasis (ASE) will be provided to the SP no later than 10 calendar days prior to the end of each performance period for evaluation during the next performance period. Ratings which refer to an ASE shall have an "E" placed in front of the rating to denote the reference. Strengths and weaknesses shall be listed in order of importance.

The SP's Self-Assessment shall include its self-determined adjectival rating (no recommended numeric score).

C. CO/COTR Report to PEB

Semi-annually, the CO and COTR will meet and perform an in-depth review of the Service Provider's written Self-Assessment, the functional Performance Monitor evaluations, and other performance information, as appropriate. The CO together with the COTR, shall summarize his/her findings in a Performance Evaluation Report (PER) and will submit the report to the PEB for board consideration and deliberations. The Report will also be provided to the FDO. The report will recommend a six-month summary adjectival rating (see Appendix B) for the Service Provider for each category as set forth in Section 3 of this plan. If the SP's self-assessment is received in time, the COTR shall include concur/non-concur comments relative to the SP's self-assessment in the PER.

The PER shall be limited to 5 pages with a minimum of 12 pt. font. Any picture or graph to be included shall be placed at the back of the respective report as an appendix. All self-evaluative performance shall be recorded under one of the following categories:

- S (Strength)
- SS (Significant Strength)
- W (Weakness)
- SW (Significant Weakness)

Ratings which refer to an ASE shall have an "E" placed in front of the rating to denote the reference. Strengths and weaknesses shall be listed in order of importance.

D. Oral Presentations

1. The COTR and the SP, if the SP elects to, shall provide oral presentations to the PEB and FDO; the first presentation will be made by the SP and the second will be made by the COTR. Upon completion of the Contractor's presentation, the SP shall be

excused from the meeting. The SP shall not be present during the COTR's presentation. Each presentation shall be limited to 30 minutes. The Award Fee Determination meeting shall follow the oral presentations and participants shall be limited to the FDO, PEB, COTR, CO and Legal Advisor.

2. Prior to the PEB meeting the CO and COTR, shall provide the FDO with a package that includes the award fee period's consolidated feedback report, the SP's self-assessment, the SP's rebuttal (if submitted) to the Government's consolidated feedback, and the meeting minutes and recommendation of the PEB. Once the FDO has reviewed the recommendations and the oral presentations are completed, the Award Fee Determination meeting with the FDO, PEB, COTR, CO and Legal Advisor will take place. A final Performance Evaluation Report, with a final rating, is then prepared by the CO & COTR and submitted to the FDO. Based on the ratings, the Service Provider may earn all or a portion of the award fee available during the six-month evaluation period. The award fee earned for the Semi-Annual Award Fee Evaluation shall be calculated in accordance with Appendix B and Appendix C of this plan.

The FDO will consider these and any other pertinent information in determining the amount of award fee earned during the period.

3. A determination of the award fee earned for each evaluation period shall be made by the FDO within 45 calendar days after the end of the period. The Contracting Officer will advise the Service Provider in writing of the evaluation results.

E. Summary of Actions/Timeframes for Performance Evaluations

Action	Timeframe
Government changes to Award Fee Plan	NLT 30 calendar days prior to next AF period
Areas of Special Emphasis (ASE)	NLT 10 calendar days prior to next AF period
Quarterly Feedback to SP	NLT 10 working days after quarter ends
Semi-annual Consolidated Feedback to SP	NLT 10 working days after AF period ends
SP written self-assessment	NLT 10 working days after AF period ends
SP rebuttal to Gov't consolidated feedback	NLT 10 working days after receipt of report
CO/COTR report to SEB	NLT 7 working days before board meets
AF Package to FDO	NLT 7 working days after PEB meets
Oral Presentations	NLT 40 calendar days after AF period ends
Award Fee modification issued	NLT 45 calendar days after AF period ends

Section 5 - Changes in Plan Coverage

A. Right to Make Unilateral Changes

Any matters covered in this plan not otherwise requiring mutual agreement under the contract may be changed unilaterally by the **government** prior to the beginning of an

evaluation period by providing a 30 calendar day notice to the Service Provider in writing. The changes will be made without formal modifications of the contract.

B. Steps to Change Plan Coverage

The following is a summary of the principal actions involved in changing plan coverage:

<u>Action</u>	<u>Schedule</u>
CO/COTR considers proposed changes	On-going
CO/COTR draft changes	On-going
FDO reviews and approves changes	Prior to end of each period
Administrative changes	Ongoing *

*Administrative changes shall be at the discretion of the COTR and/or CO and may be made at any time.

C. Method for Changing Plan Coverage

The method to be followed for changing the plan coverage is described below:

1. Personnel involved in administration of the award fee provisions of the contract are encouraged to recommend plan changes with a view toward changing management emphasis, motivating higher performance levels, or improving the award fee determination process. Recommended changes should be sent to the CO for consideration. The CO shall then draft appropriate changes to the plan.
2. Prior to the end of each evaluation period, the CO will submit its recommended changes, if any, applicable to the next evaluation period for approval by the FDO with appropriate comments and justification. If the changes are significant, the revised plan must be approved by the Procurement Officer after FDO review.
3. At least 30 days before the beginning of each evaluation period, the CO will notify the Service Provider in writing of any changes to be applied during the next period. If the Service Provider is not provided with this notification, then the existing plan will continue in effect for the next evaluation period, unless the Service Provider concurs in making the change effective earlier.

APPENDICES

APPENDIX A

APPENDIX A

EVALUATION PERIODS AND MAXIMUM AVAILABLE AWARD FEE

Period Number	Description	Start Date	End Date	Available Max	Award Fee Earned
1	Phase-In	09/01/2005	02/28/2006	\$ [REDACTED]	[REDACTED]
2	Base	03/01/2006	09/30/2006	\$ [REDACTED]	[REDACTED]
3		10/01/2006	03/31/2007	\$ [REDACTED]	[REDACTED]
4	Base	04/01/2007	09/30/2007	\$ [REDACTED]	[REDACTED]
5		10/01/2007	03/31/2008	\$ [REDACTED]	[REDACTED]
6	Base	04/01/2008	09/30/2008	\$ [REDACTED]	\$TBD
7		10/01/2008	03/31/2009	\$ [REDACTED]	\$TBD
8	Base	04/01/2009	09/30/2009	\$ [REDACTED]	\$TBD
9		10/01/2009	03/31/2010	\$ [REDACTED]	\$TBD
10	Base (Last Six Months)	04/01/2010	09/30/2010	\$ [REDACTED]	\$TBD
11	Option 1	10/01/2010	03/31/2011	\$ [REDACTED]	\$TBD
12		04/01/2011	09/30/2011	\$ [REDACTED]	\$TBD
13	Option 2	10/01/2011	03/31/2012	\$ [REDACTED]	\$TBD
14		04/01/2012	09/30/2012	\$ [REDACTED]	\$TBD
15	Option 3	10/01/2012	03/31/2013	\$ [REDACTED]	\$TBD
16		04/01/2013	09/30/2013	\$ [REDACTED]	\$TBD
17	Option 4	10/01/2013	03/31/2014	\$ [REDACTED]	\$TBD
18		04/01/2014	09/30/2014	\$ [REDACTED]	\$TBD
19	Option 5	10/01/2014	03/31/2015	\$ [REDACTED]	\$TBD
20		04/01/2015	08/31/2015	\$ [REDACTED]	\$TBD
Total				[REDACTED]	[REDACTED]

APPENDIX B

Award Fee Grading Table

<i><u>Range of Adjectival Rating</u></i>	<i><u>Performance Points</u></i>	<i><u>Description</u></i>
Excellent	100-91	Of exceptional merit; exemplary performance in a timely, efficient and economical manner; very minor (if any) deficiencies with no adverse effect on overall performance.
Very Good	90-81	Very effective performance, fully responsive to contract; contract requirements accomplished in a timely, efficient and economical manner for the most part; only minor deficiencies.
Good	80-71	Effective performance; fully responsive to contract requirements; reportable deficiencies, but with little identifiable effect on overall performance.
Satisfactory	70-61	Meets or slightly exceeds minimum Acceptable standards; adequate results; reportable deficiencies with identifiable, but not substantial, effects on overall performance.
Poor/Unsatisfactory	60-0	Does not meet minimum acceptable Standards in one or more areas; remedial action required in one or more areas; deficiencies in one or more areas which adversely affect overall performance.

The Service Provider will not be paid any award fee when the total award fee score is Poor/Unsatisfactory (less than 61). In order to earn a total overall rating of Excellent, the contract must be under cost, on or ahead of schedule for those tasks tied to a schedule, and be rated excellent for Technical Performance.

APPENDIX C

WEIGHTINGS FOR TECHNICAL CUSTOMER SATISFACTION

AND

TECHNICAL PERFORMANCE

No	Performance Area	O C T	N O V	D E C	J A N	J F E	M A R	TOTAL	SCORE		A P R	M A Y	J U N	J U L	A U G	S E P	TOTAL	SCORE	
TECHNICAL CUSTOMER SATISFACTION																			
1	Customer Satisfaction	1	1	1	1	1	1	6			1	1	1	1	1	1	6		
50	Customer Initial Call Response																		
	Speed to Answer Non-SATERN Calls	1	1	1	1	1	1	6			1	1	1	1	1	1	6		
	Call Abandonment Rate	1	1	1	1	1	1	6			1	1	1	1	1	1	6		
	Non-SATERN Calls	1	1	1	1	1	1	6			1	1	1	1	1	1	6		
	Objective 1 Metric (Customer Satisfaction)																		
	Total	4	4	4	4	4	4	24	100%		4	4	4	4	4	4	24	100%	
TECHNICAL PERFORMANCE																			
LEVEL 1 TECHNICAL MEASURES																			
2	Accounts Payable	1	1	1	1	1	1	6			1	1	1	1	1	1	6		
3	Accounts Payable	1	1	1	1	1	1	6			1	1	1	1	1	1	6		
9	Payroll / Time & Attendance Processing	1	1	1	1	1	1	6			1	1	1	1	1	1	6		
10	Domestic Travel Vouchers	1	1	1	1	1	1	6			1	1	1	1	1	1	6		
11	Foreign Travel Vouchers	1	1	1	1	1	1	6			1	1	1	1	1	1	6		
12	PCS - Actual Temporary Quarters, Real Estate, Constructive and All Other Vouchers	1	1	1	1	1	1	6			1	1	1	1	1	1	6		

NNX05AA01C

Modification No: 57 (Att. 4)

LEVEL 2 TECHNICAL MEASURES

15	Permanent/Temporary	1	1
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29	HR & Training Website Development & Maintenance	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	6			
30	HR and Training Information Systems	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	6			
33	eOPF Maintenance	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	6			
37	SBIR/STTR	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	6			
44	NSSC Systems Uptime	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	6			
45	NSSC Website Availability	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	6			
	Objective 2 Level 2 Metric Total	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	60	100%		13
LEVEL 3 TECHNICAL MEASURES																				
4	Grants-Letter of Credit reconciliation	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	6			
5	Grants-Establish and maintain subsidiary accounts	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	6			
6	Process Billings and Collections	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	6			
7	Reconcile subsidiary ledger	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	6			
8	Process delinquent payments	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	6			
20	Processing of Training Notices for Internal NASA and Center Training	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	6			
21	Administration and Oversight of On-Line Agency Training	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	6			
25	Benefits Processing - Disability and Long-Term Illness	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	6			
26	Benefits Processing	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	6			
28	Administration of Leave Donor Program and Advanced Sick Leave	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	6			

NNX05AA01C
 Modification No: 57 (Att. 4)

Modification No: 57 (Att. 4)

Appendix D: Criteria Rating Computations

NSSC SP CONTRACT NNX05AA01C

AWARD FEE FOR EVALUATION PERIOD # _____

<u>Evaluation Criteria/ Sub-criteria</u>	<u>Weights</u>	<u>Performance Rating</u>	<u>Numerical Rating</u>
1. Technical Customer Satisfaction	[REDACTED]	X	=
2. Technical Performance	[REDACTED]		=
a. Objective Evaluation	[REDACTED]	X	=
b. Subjective Evaluation	[REDACTED]	X	
3. Cost Control	[REDACTED]	X	=
4. Business Mgmt./Small Business	[REDACTED]		=
a. Business Management	[REDACTED]	X	=
b. Small Business	[REDACTED]	X	

Numerical Score:
Adjective Rating:

Maximum Award Fee Available this Period:

\$

Award Fee Proposed (%):

\$

1.0 Small Business Subcontracting Plan (CO# 19, 09/29/08)

1.1.1 Type of Plan

This is an *individual plan* where all elements are developed specifically for this contract and are applicable for the full term of this contract.

1.1.2 Goals

The below goals are shown both as a percentage of all planned subcontracting and a percentage of the contract value. In accordance with FAR 19.704 for reporting purposes on the SF 294, the percentage of all planned subcontracting will be shown (consistent with instructions on the report).

A. Estimated dollar value of all planned subcontracting is:



0237-05_W2

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on the title page of this proposal.